

CALIFORNIA DENTAL MEDICAID MANAGEMENT INFORMATION SYSTEM
Questions Submitted in Response to Final RFP 03-75006

No.	Questions Submitted in response to RFP #03-75006	Section	Page	QUESTION/COMMENT
1	Notice to Prospective Proposers	VI.B.	3 of 4	<p>Upon request, OMCP will provide a disk in Excel format with embedded programs to assist in the development of the cost proposal. How do I request?</p> <p>Proposers may request the Bid Price Forms on CD-ROM by calling the Office of Medi-Cal Procurement directly at (916) 255-6032.</p>
2	General			<p>Is it the intent of the DHS to continue to contract directly with providers?</p> <p>The Department does NOT contract directly with providers.</p>
3	General			<p>Is the proposer or DHS subject to "any willing provider" clause?</p> <p>The Department will allow any provider who applies and meets Provider Enrollment criteria to participate in the Medi-Cal Dental Program.</p>
4	General			<p>Is it the intent of the DHS to continue to provide full service website functionality to both the beneficiary and the dental provider or is this passed on to the proposer? Or does the DHS intend to continue providing functionality to the beneficiary?</p> <p>It is the Department's intent to continue providing website functionality.</p>
5	General			<p>In some areas within the RFP, business hours are mandated at 7:00 am to 5:30 pm. In other areas, 8:00 am to 5:00 pm. What is the expectation/requirement?</p> <p>Normal business hours are 8:00 am - 5:00 pm PST.</p>

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6	General			<p>When will the State provide answers to these questions? Will it be before the Proposer is required to file a Letter of Intent to respond? Provide responses by February 4, 2004 or extend deadline of Letter of Intent to Propose.</p> <p>DHS intends to release official responses to these questions on February 13, 2004. Please note that the Letter of Intent is VOLUNTARY and that any firm or organization can submit a proposal without submitting a Letter of Intent.</p>
7	General			<p>The entire focus of the RFP appears to be related to takeover and operation of the CD-MMIS. There is little reference to actual administration of the dental program itself, such as Member Access, Provider Services, Quality Improvement, Fraud and Abuse Control, Member Outreach, etc. Can the State explain the reason for this? Is this an RFP for dental administration or for MMIS operation? Provide additional information regarding dental program administration.</p> <p>Please refer to Exhibit A, Attachment II, Operations and all Exhibits thereafter.</p>
8	General			<p>Please provide your current dental access rate, in other words, the percentage of unique enrollees who have obtained a dental service within the last year. Historically, what has access been over the last five years? What is the State's goal for access for the term of this RFP? Provide requested access information.</p> <p>The requested information is located in the Data Library, specifically the FAM 110 Reports, MR-334 Reports and the Payment Tapes.</p>

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9	RFP 03-75006	A.1.	1-2 of 108	<p>The RFP states, “The Department recognizes the CD-MMIS is a legacy system that does not utilize technology that is currently available. Consequently, the RFP allows Proposers to offer an Additional Contractual Service (ACS) to address this issue. It is optional for Proposers to include in their technical proposals any ACS, including a system replacement ACS....</p> <p>"In the event a Proposer submits a system replacement ACS that is not acceptable to the Department, the Department intends to acquire under a separate procurement process a Contractor who by the completion of year two of Operations of this contract will migrate in phases of a replacement CD-MMIS. The successful Contractor from this procurement shall cooperate fully with any other Contractor selected for the replacement system. The Department will negotiate, as needed, through the Change Order process, any price increases or decreases that are needed as a result of the replacement system."</p> <p>What criteria will the state use to determine the acceptability of the proposed replacement system?</p> <p>ACS's will be evaluated on a Pass/Fail basis. The evaluation criteria to determine a Passing or Failing score is detailed in the RFP Main Section, Pages 89-90 of 108, "Additional Contractual Services Initial Review".</p>
10	RFP 03-75006	A.	1	<p>Please provide a detailed breakdown of which services are currently receiving the following Federal Financial Participation (FFP): 90%, 75%, and 50%.</p> <p>No Medi-Cal Dental services receive 90%, 75%, and 50% FFP. All current Medi-Cal Dental services receive the Federal Medical Assistance Percentage (FMAP) rate of 52.95% and 65%.</p>

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11	RFP 03-75006	A.	2	<p>The RFP states that “The Department intends to acquire under a separate procurement process a contractor who by the completion of year two of Operations of this contract will migrate in phases a replacement CD-MMIS.” Is the State willing to consider an ACS that provides a replacement system for the CD-MMIS that is complete prior to Takeover and would not need to be migrated in over phases? If so, why does the RFP not provide scoring for such an option? Allow Proposer to offer a complete replacement for the CD-MMIS to be implemented during Takeover and remove all requirements for Proposer to assume functions of existing CD-MMIS. Ensure that Proposer is not penalized for not meeting RFP requirements relative to existing CD-MMIS.</p> <p>It is the intent of the DHS to require the winning Proposer to TAKEOVER the existing CD-MMIS and then gradually migrate to a new replacement system following Takeover. This ensures the DHS that, should a failure of the replacement system occur, the CD-MMIS will serve as a back-up system without any beneficiary or provider services being interrupted, canceled, or negatively affected in any way. It is necessary for Proposers to meet all the requirements of this RFP, including the assumption of the CD-MMIS. Failure to meet the RFP requirements may result in a proposal being deemed non-responsive and rejected from further consideration.</p>
12	RFP 03-75006	A.	2	<p>Further, if it is the State’s ultimate intention to obtain a more updated CD-MMIS, and if all operations can be completed on that new system, why does the RFP still require the Proposer to have knowledge of and ability to conduct operations on the current CD-MMIS? Allow Proposer to offer a replacement for the CD-MMIS to be implemented during Takeover and remove all requirements for Proposer to assume functions of existing CD-MMIS. Ensure that Proposer is not penalized for not meeting RFP requirements relative to existing CD-MMIS.</p> <p>It is the intent of the DHS to require the winning Proposer to TAKEOVER the existing CD-MMIS and then gradually migrate to a new replacement system following Takeover. This ensures the DHS that, should a failure of the replacement system occur, the CD-MMIS will serve as a back-up system without any beneficiary or provider services being interrupted, canceled, or negatively affected in any way. It is necessary for Proposers to meet all the requirements of this RFP, including the assumption of the CD-MMIS. Failure to meet the RFP requirements may result in a proposal being deemed non-responsive and rejected from further consideration.</p>

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13	RFP 03-75006	A.	2	<p>The RFP allows for a Proposer to submit a system replacement ACS, but on page 3 of Exhibit A, it states that “The Contractor shall not implement any Additional Contractual Services (ACS) during the Takeover phase.” If both of these statements are accurate, then when would the proposed system replacement be implemented? Allow Proposer to offer a replacement for the CD-MMIS to be implemented during Takeover and remove all requirements for Proposer to assume functions of existing CD-MMIS. Ensure that Proposer is not penalized for not meeting RFP requirements relative to existing CD-MMIS.</p> <p>It is the intent of the DHS to require the winning Proposer to TAKEOVER the existing CD-MMIS and then gradually migrate to a new replacement system following Takeover. This ensures the DHS that, should a failure of the replacement system occur, the CD-MMIS will serve as a back-up system without any beneficiary or provider services being interrupted, canceled, or negatively affected in any way. It is necessary for Proposers to meet all the requirements of this RFP, including the assumption of the CD-MMIS. Failure to meet the RFP requirements may result in a proposal being deemed non-responsive and rejected from further consideration.</p>
14	RFP 03-75006	A.1.b.	2 of 108	<p>New Provider Regulations: Are the new regulations described in entirety in the RFP and if not, will regulations be communicated to prospective proposers prior to submission date?</p> <p>The new provider regulations are not included in the RFP because they are still under development. All changes to the existing contract as a result of the new provider regulations will be done through the DOIL process.</p>
15	RFP 03-75006	A.1.c.	3 of 108	<p>On January 23rd CMS announced the National Provider Identifier (NPI) timeline. What is DHS' expectation of the Contractor for implementing NPI?</p> <p>The Contractor must be prepared to implement any and all NPI or HIPAA requirements based on the most up to date information made available by CMS as of March 5, 2004, which is the RFP proposal submission deadline. Any changes or new requirements made by CMS after March 5, 2004, will be implemented by SDN and/or Change Order, if necessary.</p>

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16	RFP 03-75006	A.1.c.	3 of 108	<p>The last sentence of this section states the successful proposer will be expected to ensure compliance with any and all HIPAA rules as they become final, which effect the areas of operation of the fiscal intermediary. As this is the Takeover of a current system, please confirm any additional HIPAA compliance activity will be handled through a DOIL, SDN and/or Change Order.</p> <p>The Contractor must be prepared to implement any and all HIPAA requirements based on the most up to date information made available by CMS as of March 5, 2004, which is the RFP proposal submission deadline. Should future HIPAA compliance requirements affect operational areas, the Contractor shall be notified by a DOIL, SDN, and/or Change Order.</p>
17	RFP 03-75006	A.1.c.	3 of 108	<p>This section talks about HIPAA including a timeline (September 2005) for procedure coding, transactions to be compliant 'in the shortest time period feasible' and Nat'l Standard Health Care Provider due by the federal compliance deadline. Some of this work may cross over the takeover period into the operations period. Will this work be billable under the SG?</p> <p>The Contractor must be prepared to implement all published and final rules based on the most up to date information made available by CMS as of March 5, 2004, which is the RFP technical proposal submission deadline. Any changes or new requirements made by CMS after March 5, 2004, will be implemented by the change instruments defined in Exhibit A, Attachment II, Operations, if necessary.</p>
18	RFP 03-75006	A.1.c.	4 of 108	<p>"Finally, the successful Proposer will be expected to ensure compliance with any and all HIPAA rules as they become final, which affect the areas of operation of the fiscal intermediary." Please confirm that any additional HIPAA activity related to rules not finalized will be handled through the DOIL, SDN and/or Change Order processes.</p> <p>Yes. Should future HIPAA compliance requirements affect operational areas, the Contractor shall be notified by a DOIL, SDN, and/or Change Order.</p>

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19	RFP 03-75006	A.1.d.	4 of 108	<p>The RFP states, “A requirement of this contract is the design, development, and implementation of a CD-MMIS document management system. This system shall include scanning software that will allow the timely and accurate processing of large volume of incoming hard copy documents.” Please confirm our understanding that this requirement is new to the CD-MMIS and as such, the implementation costs should be included in the Takeover price and the operations costs should be included in the operations bid prices.</p> <p>This requirement is new. The implementation cost is not to be included in Takeover and should be included in the operations bid price. The operations cost should be included in the operations bid price. Further, the operations start date of DIMS was modified to the first day of Contract Year 2.</p>
20	RFP 03-75006	A.1.f.	4 of 108	<p>Conlan v. Bontá Lawsuit. Please confirm that any additional work related to the Conlan v. Bontá activity will be handled through the DOIL, SDN and/or Change Order processes.</p> <p>The Department concurs.</p>
21	RFP 03-75006	A.1.f.	4 of 108	<p>Conlan vs. Bontá Lawsuit: What is status of lawsuit and what is anticipated date of court approval of Compliance Plan?</p> <p>Court approval of the Conlan v. Bonta compliance plan is still pending.</p>
22	RFP 03-75006	J.	19	<p>Given the financial and regulatory requirements, how many companies would qualify as a Knox-Keene? Remove Knox-Keene requirements and allow Proposers to provide a letter of credit to satisfy the maximum underwriting loss per year.</p> <p>The Contractor must, by legislative and regulatory requirements cited on Page 19 of 108, Section J.8, be Knox-Keene licensed. The number of organizations that may qualify for a Knox-Keene license is indeterminable by the DHS.</p>

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23	RFP 03-75006	K.2.b.1) M.1.a.	20 of 108 60 of 108	<p>Does the CD-ROM get included in Box 1, the “Original Set”, or is it to be sent separately? Please clarify how the CD-ROM should be submitted.</p> <p>The CD-ROM should be included with the Original Set in Box 1. The CD-ROM must be clearly marked with the RFP number, whether the disk contains the Technical Proposal or the Cost Proposal, and the name of the Proposer. The Technical Proposal and the Cost Proposal are not permitted to appear on the same CD-ROM.</p>
24	RFP 03-75006	K.2.b.	20 of 108	<p>The RFP states “Submit one (1) CD-ROM of the Technical Proposal.” What software should the Technical Proposal be provided in? Suggest submitting in Acrobat .pdf file(s) due to smaller file size and the ability to put all sections into one document. Submitting in a .pdf also allows the bidder to provide the WBS Work Plan to the State electronically.</p> <p>The Department prefers that Technical Proposals be submitted using Microsoft Word. This allows the Department to convert Technical Proposal language to contract language easily and much more expeditiously than proposals submitted in other formats such as Acrobat pdf files.</p>
25	RFP 03-75006	K. 3. e. 3)	28	<p>Why is the Proposer required to complete a Work Plan (as outlined here) for Takeover, System Test Plan, etc. for the existing CD-MMIS if the State is allowing for an ACS to be proposed as a replacement system? Allow Proposer to offer a replacement CD-MMIS to be implemented during Takeover and remove all requirements for Proposer to assume functions of existing CD-MMIS. Ensure that Proposer is not penalized for not meeting RFP requirements relative to existing CD-MMIS if replacement system can accommodate these functions.</p> <p>It is the intent of the DHS to require the winning Proposer to TAKEOVER the existing CD-MMIS and then gradually migrate to a new replacement system following Takeover. This ensures the DHS that, should a failure of the replacement system occur, the CD-MMIS will serve as a back-up system without any beneficiary or provider services being interrupted, canceled, or negatively affected in any way. It is necessary for Proposers to meet all the requirements of this RFP, including the assumption of the CD-MMIS. Failure to meet the RFP requirements may result in a proposal being deemed non-responsive and rejected from further consideration. The RFP provides information on the implementation of ACSs in Section K.3.1.1) and 2) on Pages 44 and 45 of 108.</p>

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26	RFP 03-75006	K.	30	<p>In order to offer DHS the highest cost savings, we would propose an entirely new system with a new method of processing claims and handling TARs and S/URS. Can all of these features be included under one ACS? If so, how? Allow Proposer to offer a replacement CD-MMIS that includes all administrative system functions, such as TARs and S/URS. Ensure that Proposer is not penalized for not meeting RFP requirements relative to existing CD-MMIS if replacement system can accommodate these functions.</p> <p>It is the intent of the DHS to require the winning Proposer to TAKEOVER the existing CD-MMIS and then gradually migrate to a new replacement system following Takeover. This ensures the DHS that, should a failure of the replacement system occur, the CD-MMIS will serve as a back-up system without any beneficiary or provider services being interrupted, canceled, or negatively affected in any way. It is necessary for Proposers to meet all the requirements of this RFP, including the assumption of the CD-MMIS. Failure to meet the RFP requirements may result in a proposal being deemed non-responsive and rejected from further consideration. DHS is unable to pre-screen ACS concepts prior to submission and evaluation of any Technical Proposal. The RFP provides information on the proposal submission of ACSs in Section K.3.1.1) and 2) on Pages 44 and 45 of 108.</p>
27	RFP 03-75006	K.	30	<p>Additionally, if the Proposer can replace the MARS and S/URS with more advanced, comprehensive systems and offers to do so in an ACS, how should the Proposer deal with the RFPs sections/questions on these matters? How will the scoring of this section be modified to allow for an ACS covering these services? Allow Proposer to offer a replacement CD-MMIS that includes all aspects of current CD-MMIS administrative system functions, such as MARS and S/URS. Ensure that Proposer is not penalized for not meeting RFP requirements relative to existing CD-MMIS. If a replacement system is offered, modify scoring to replace sections related to current CD-MMIS.</p> <p>It is the intent of the DHS to require the winning Proposer to TAKEOVER the existing CD-MMIS and then gradually migrate to a new replacement system following Takeover. This ensures the DHS that, should a failure of the replacement system occur, the CD-MMIS will serve as a back-up system without any beneficiary or provider services being interrupted, canceled, or negatively affected in any way. It is necessary for Proposers to meet all the requirements of this RFP, including the assumption of the CD-MMIS. Failure to meet the RFP requirements may result in a proposal being deemed non-responsive and rejected from further consideration.</p>

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28	RFP 03-75006	L.	48	<p>The RFP states that “The ACS bid price shall not be included in the total bid price used to determine the lowest bid price.” Why would the State not wish to examine the potential cost savings of a new ACS and consider this in the lowest price bid? Further, if the ACS being proposed is a replacement system for the CD-MMIS, then why would the Proposer need to offer any price quote for takeover and operation of the existing CD-MMIS? If replacement system is offered, modify scoring to replace sections related to current CD-MMIS. Ensure that Proposer is not penalized for not meeting RFP requirements relative to existing CD-MMIS.</p> <p>It is the intent of the DHS to require the winning Proposer to TAKEOVER the existing CD-MMIS and then gradually migrate to a new replacement system following Takeover. This ensures the DHS that, should a failure of the replacement system occur, the CD-MMIS will serve as a back-up system without any beneficiary or provider services being interrupted, canceled, or negatively affected in any way. It is necessary for Proposers to meet all the requirements of this RFP, including the assumption of the CD-MMIS. Failure to meet the RFP requirements may result in a proposal being deemed non-responsive and rejected from further consideration.</p>
29	RFP 03-75006	L.2.b.	49 of 108	<p>The RFP states “Submit four (4) CD-ROMS of the cost proposal bid price forms.” Please verify that Excel 2000 is acceptable software to submit these forms.</p> <p>Yes, Excel 2000 is an acceptable format.</p>
30	RFP 03-75006	L.	52	<p>The RFP outlines how to develop a bid price for claims processing. How should the Proposer determine costs for administration of the rest of the program not related to the CD-MMIS? (Example, outreach, member services, provider relations, etc.) How are these costs currently being billed to the State? Were they part of the current Vendor’s bid price? Provide additional information regarding dental program administration. Provide method of billing/bidding for these elements.</p> <p>Bidders are expected to include all aspects of the CD-MMIS operations within their bid price for ACSLs/TARS that are not covered under any other reimbursement mechanism identified in Exhibit B, Attachment I, Special Payment Provisions. Please refer to Exhibit B, Attachment I, Special Payment Provisions, for specific details.</p>

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31	RFP 03-75006	L.4.b.9)	53 of 108	<p>The RFP is explicit about the restrictions on BVMP bids being applicable to ACSL and TAR bids; however no reference is made about TSC pricing. Please clarify whether BVMP bid restrictions apply to provider and beneficiary TSC bids.</p> <p>BVMP restrictions apply to the TSC bids. An addendum will be issued to clarify.</p>
32	RFP 03-75006	M.1.h.	61 of 108	<p>Notices about the new OMCP office address appear in multiple places in the RFP, but the subsection regarding proposal submission instructions gives the old address. Please clarify the address where the proposal should be submitted.</p> <p>Please note that all proposals should be submitted to the Office of Medi-Cal Procurement. Mail delivery should be addressed as follows: Lisa Kale/Denise Peterson, California Department of Health Services, Office of Medi-Cal Procurement, MS 4200, P.O. Box 997413, Sacramento, CA 95899-7413. For overnight express, hand delivery or courier, please deliver to: Lisa Kale/Denise Peterson, California Department of Health Services, Office of Medi-Cal Procurement, 9800 Old Winery Place, Sacramento, CA 95827.</p>
33	RFP 03-75006		63	<p>The RFP states that “Failure to pass any single criterion will cause DHS to deem the technical proposal nonresponsive and exclude it from further consideration.” However, if the Proposer wishes to offer an ACS that is a complete replacement of the current CD-MMIS, including the ability to process claims, S/URS, TARS, provide requested reporting, and conduct all other aspects of the current CD-MMIS, then the Proposer will by default NOT be in a position to respond to the State’s questions regarding Takeover and operation of the current CD-MMIS since these operations will be superseded by a new system. How then should the Proposer respond to the State’s questions regarding the Takeover and Operation of the CD-MMIS to avoid disqualification? If a replacement system is offered, modify scoring to replace sections related to current CD-MMIS. Ensure that Proposer is not penalized for not meeting RFP requirements relative to existing CD-MMIS if replacement system can accommodate all functions.</p> <p>It is the intent of the DHS to require the winning Proposer to TAKEOVER the existing CD-MMIS and then gradually migrate to a new replacement system following Takeover. This ensures the DHS that, should a failure of the replacement system occur, the CD-MMIS will serve as a back-up system without any beneficiary or provider services being interrupted, canceled, or negatively affected in any way. It is necessary for Proposers to meet all the requirements of this RFP, including the assumption of the CD-MMIS. Failure to meet the RFP requirements may result in a proposal being deemed non-responsive and rejected from further consideration.</p>

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34	RFP 03-75006	N.3.f.	71	<p>The RFP requires the bidder to have “knowledge and/or understanding of the interrelationships within the CD-MMIS.” If a Proposer wishes to offer an ACS that is a replacement to the current CD-MMIS, then knowledge of the interrelationships within the California Dental Medicaid Management Information System would be irrelevant since this system will be superseded. Is this correct, and if so how should the Proposer respond to this section? Allow Proposer to offer a replacement for the CD-MMIS to be implemented during Takeover and remove all requirements for Proposer to assume functions of existing CD-MMIS. Modify scoring to replace sections related to current CD-MMIS. Ensure that Proposer is not penalized for not meeting RFP requirements relative to existing CD-MMIS if replacement system can accommodate all functions.</p> <p>It is the intent of the DHS to require the winning Proposer to TAKEOVER the existing CD-MMIS and then gradually migrate to a new replacement system following Takeover. This ensures the DHS that, should a failure of the replacement system occur, the CD-MMIS will serve as a back-up system without any beneficiary or provider services being interrupted, canceled, or negatively affected in any way. It is necessary for Proposers to meet all the requirements of this RFP, including the assumption of the CD-MMIS. Failure to meet the RFP requirements may result in a proposal being deemed non-responsive and rejected from further consideration. Replacement system may only be offered as an ACS.</p>
35	RFP 03-75006	N.3.f.	73 of 108	<p>The evaluation criteria #3 for the S/URs plan is “To what extent does the Proposer’s Plan demonstrate the understanding of, and commitment to, quality improvement and customer service?” The items listed following this criteria that should be considered when evaluating the plan include references to system backup, data restoring, software license fees, maintenance and the understanding of necessary hardware and software. Please change the list of items to consider for this evaluation criteria to be more specific to the proposer’s commitment to quality improvement and customer service. A suggestion is methods to identify and resolve problems.</p> <p>DHS agrees. An addendum will be issued to include the modifications to the evaluation criteria for S/URs Subsystem Plan.</p>

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36	RFP 03-75006	N.4.	89 of 108	<p>If the winning proposer's system replacement ACS is not accepted by DHS, will the winning proposer then be expected to implement a new system based on an ACS submitted by another proposer? Please clarify the ACS process.</p> <p>Proposers will not be expected to implement a new system based on an ACS submitted by another proposer. This requirement applies only to ACS's that are not related to a system replacement. Furthermore, should the DHS choose to not implement ANY proposed system-replacement ACS, it is the intent of the DHS to procure a contractor to implement a new system replacing the existing CD-MMIS. This procurement will take place two years following the start of Operations, if necessary.</p>
37	RFP 03-75006	N. 5.	90	<p>Under the Pass/Fail portion of the evaluation of ACS criteria, the State asks “Does the ACS show an understanding of the CD-MMIS and its related subsystems?” If the ACS being proposed is a complete replacement of the CD-MMIS, why must the Proposer meet this criterion? Allow Proposer to offer a replacement for the CD-MMIS to be implemented during Takeover and remove all requirements for Proposer to assume functions of existing CD-MMIS. Modify scoring to replace sections related to current CD-MMIS. Ensure that Proposer is not penalized for not meeting RFP requirements relative to existing CD-MMIS if replacement system can accommodate all functions.</p> <p>It is the intent of the DHS to require the winning Proposer to TAKEOVER the existing CD-MMIS and then gradually migrate to a new replacement system following Takeover. This ensures the DHS that, should a failure of the replacement system occur, the CD-MMIS will serve as a back-up system without any beneficiary or provider services being interrupted, canceled, or negatively affected in any way. It is necessary for Proposers to meet all the requirements of this RFP, including the assumption of the CD-MMIS. Failure to meet the RFP requirements may result in a proposal being deemed non-responsive and rejected from further consideration.</p>
38	RFP 03-75006	O.6.b.	98 of 108	<p>The sign in /attendance sheet available for inspection/copying after PreProposal Conference: Is this arranged by contacting Lisa Kale at 916.323.7406? Or via mail?</p> <p>Proposers may request the Bidders' Conference attendance sheet by calling the Office of Medi-Cal Procurement at (916) 255-6032.</p>

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39	RFP 03-75006	R.2.	107 of 108	<p>This cite regarding unanticipated tasks states that all terms and conditions appearing in the final contract including the salary/wage rates, unit rates and/or other expenses appearing on the Proposer's Budget Detail Work Sheets will apply to any additional work. Please confirm our understanding that the salary/wage rates, unit rates and/or other expenses for additional work would only apply in those cases where the work is substantially similar to work included in the bid.</p> <p>The bid salary/wage rates, unit rates and/or other expenses do apply for additional work. However, work that goes beyond the Scope of Work may be performed only through a Change Order.</p>
40	Att 12 Bid Price Forms Ex A, Att II, Operations	Att 12-6.1 7.4.2	 95 of 281	<p>The consolidated S/URs bid price form (and the supporting schedules) in Attachment 12 does not provide a space to enter pricing information for the Statistician position that is required in Exhibit A, Attachment II, Section 7.4.2 Organization and Staffing for the S/URS Group. Issue a new additional schedule 12-6(12) for detail on the Statistician and a revised consolidated form, 12-6.1 with an additional column for "Statistician".</p> <p>DHS agrees. New bid price forms will be added as addenda to the RFP.</p>
41	Ex A, Att I Takeover	General		<p>Are bidders allowed to include in Takeover, any costs associated with operations (e.g., building renovations, equipment replacement)?</p> <p>No. Only costs associated with Takeover are allowed to be bid in Takeover.</p>
42	Ex A, Att I, Takeover Ex B, Att I, Special Payment Provisions	1.3 2.a.	4 of 89 2 of 50	<p>In the Takeover section it states that for every day the Contractor is late submitting a specific deliverable, the Department will be permitted two additional State workdays for review. In contrast, the Special Payment Provisions sections say the Department shall receive one extra day for each day the deliverable is past due. Please modify the timeframes to be consistent.</p> <p>An addendum will be issued to modify Exhibit B, Attachment I, Special Payment Provisions, to reflect two (2) additional days.</p>

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43	Ex A, Att I, Takeover	1.4.5 4) & 11)	18-19 of 89	<p>1.4.5 4) states “deliver the training plan to the Department 2 weeks after contract effective date”. 1.4.5 11) states “compare the status of actual training to the CD-MMIS Training Plan that was submitted 1 week after contract effective date”. Please clarify if the Takeover work plan should reflect the CD-MMIS Training Plan is due 1 or 2 weeks after contract effective date.</p> <p>CD-MMIS Training Plan is due 2 weeks after contract effective date. An addendum will modify 1.4.5. 11) to reflect 2 weeks.</p>
44	Ex A, Att I, Takeover	1.4.9	26 of 89	<p>The RFP states, "The Proposer shall deliver a Takeover Cost Plan two (2) weeks following the contract effective date. The plan shall, at a minimum include:</p> <ol style="list-style-type: none">1) The RFP requirement;2) Bid price for each requirement; <p>and</p> <ol style="list-style-type: none">3) Include description of how the Contractor complies with each requirement. <p>The Department shall review and approve only those costs necessary for Takeover; any other costs shall be disallowed. The Department will not allow or approve any amendments to the Contractor's Operational bid price as a result of any disallowances.</p> <p>Issue: It is impossible for any bidder to determine what takeover costs the Department may determine as necessary. Additionally, items the Contractor includes in the Takeover costs often have significant impact on other costs and/or anticipated productivity in subsequent operational phases. Should the Department unilaterally determine that a cost is not allowable then a bidder has no alternative to recover those costs and/or makeup for anticipated productivity gains.</p> <p>It is clear that DHS wishes to review Takeover costs to confirm they are appropriate to the RFP. We suggest that DHS and the winning bidder review the Takeover Cost Plan and that the plan be adjusted based on the mutual agreement of the parties. This process was successfully used with the recent Medi-Cal procurement when the State and EDS mutually agreed to remove certain items.</p> <p>Recommendation: We recommend that the first sentence of the last paragraph be amended to: "The Department and Contractor shall review and mutually agree on costs related to Takeover. Costs that are eliminated shall reduce the Contractor's Takeover Price." The Department will issue an addenda to modify Exhibit A, Attachment I, Takeover 1.4.9, to "The Department and Contractor shall review and mutually agree on costs related to Takeover. However, should the Department and Contractor not reach a mutual agreement, the Contracting Officer's decision shall be final. The Contractor may file an appeal in accordance with Exhibit E, 23.</p>

No.	Questions Submitted in response to RFP #03-75006	Section	Page	QUESTION/COMMENT
45	Ex A, Att I, Takeover		33	<p>This section requires the Proposer to install its non-mainframe system in its Sacramento facility. Will the State consider a proposal for a non-mainframe system housed in a non-California location if this substantially reduces program costs and does not hinder program efficiency and quality? Allow the Proposer to offer a replacement system that can achieve the operational goals of the Medi-Cal Dental Program at less cost, regardless of where it is located.</p> <p>Department staff interact on a daily basis with contracting staff in all aspects of this contract. It is imperative given California's financial status that the Department continue to be sensitive to the issues of limited state staff and the costs that would be associated with monitoring this contract should certain contract components be operated outside the twenty-five mile radius as required in Exhibit E, 40, Location of Contractor's Facilities. As a result, it is not in the Department's best interest to allow prospective bidders to submit proposals with alternative locations. Exhibit E, 40, Location of Contractor's Facilities, A., 2) does provide an opportunity to grant exemptions after contract award but is intended for temporary emergency relief.</p>
46	Ex A, Att I, Takeover Ex A, Att II, Operations	1.10.6.1 2) 17.3.8 3)	50 of 89 262 of 281	<p>In the Takeover section it states the Master Index is to be delivered 14 months after contract effective date. In Operations, page 262 of 281, it states to establish and maintain a Master Index eleven (11) months after contract effective date and update monthly. Please clarify if the Takeover work plan should reflect the Master Index due 14 months or 11 months after contract effective date.</p> <p>An addendum will be issued to modify 17.3.8 3) to 14 months.</p>
47	Ex A, Att I, Takeover Ex A, Att II, Operations	1.10.7 3) 1.10.7.1 4) 5.4.1 6), 7) & 8)	51 of 89 58 of 281	<p>These sections seem to imply x-rays are to be scanned and indexed for electronic retrieval. This is inconsistent with 5.4.1 8) a), 3.4.5 2), and 17.3.2 1) that says x-rays are not scanned. Please clarify if scanning x-rays is required.</p> <p>It is the Department's intention not for the Contractor to scan x-rays.</p>

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48	Ex A, Att I, Takeover	1.12.3.2 8) f)	65 of 89	<p>Requires the Contractor to create and maintain Acceptance Test FAME and other support files. In the current contract, all test FAME files are the responsibility of DHS. Please remove the requirement or make it clear that DHS is responsible for test FAME files.</p> <p>The responsibilities as stated in 1.12.3.2 8) f) are correct.</p>
49	Ex A, Att I, Takeover	1.16.3 2)	86 of 89	<p>Currently, there is a manual interim payment process. This cite indicates the Contractor shall develop an automated interim payment process “if needed” and “in accordance with Department direction.” However, there is no direction for the Contractor to implement this process. Will the Department be notifying the Contractor if this is needed? How can the Contractor include this cost in the bid if the need is not yet known? Also, this cite indicates the design for the automated interim payment procedures and report shall be completed and submitted to the Department for review and approval 5 months after contract effective date and ready for Department testing 6 months after contract effective date. Remove the automation of the interim payment process from this requirement.</p> <p>An addendum will be issued to remove this requirement.</p>
50	Ex A, Att II, Operations	1.2.1.5	3	<p>The text reads, “The documentation and the automated systems are subject to change as updates are made. There may be inconsistencies among the computer programs and procedure manuals included in CD-MMIS, the supporting design documentation, and the RFP. A defining hierarchy is included.” How would a new potential bidder be able to sift through the various hierarchy components to resolve inconsistencies? Remove requirement for knowledge of CD-MMIS computer programs, design, and procedures. Allow Proposer to offer a replacement CD-MMIS system to be implemented during Takeover and remove all requirements for Proposer to assume functions of existing CD-MMIS. Modify scoring to replace sections related to current CD-MMIS. Ensure that Proposer is not penalized for not meeting RFP requirements relative to existing CD-MMIS if replacement system can accommodate all functions.</p> <p>It is the intent of the DHS to require the winning Proposer to TAKEOVER the existing CD-MMIS and then gradually migrate to a new replacement system following Takeover. This ensures the DHS that, should a failure of the replacement system occur, the CD-MMIS will serve as a back-up system without any beneficiary or provider services being interrupted, canceled, or negatively affected in any way. It is necessary for Proposers to meet all the requirements of this RFP, including the assumption of the CD-MMIS. Failure to meet the RFP requirements may result in a proposal being deemed non-responsive and rejected from further consideration.</p>

No.	Questions Submitted in response to RFP #03-75006	Section	Page	QUESTION/COMMENT
51	Ex A, Att II, Operations		8	<p>“At the start of the contract, the Contractor will receive the latest version of the CD-MMIS software.” While the RFP allows for a bidder to propose an ACS of an alternative system, the entire RFP document and its attachments are geared toward assumption of the current CD-MMIS. How is the Proposer to interpret this and respond to requests for assumption of the current CD-MMIS system and its operations without being penalized in the scoring? Allow Proposer to offer a replacement for the CD-MMIS to be implemented during Takeover and remove all requirements for Proposer to assume functions of existing CD-MMIS. Modify scoring to replace sections related to current CD-MMIS. Ensure that Proposer is not penalized for not meeting RFP requirements relative to existing CD-MMIS if replacement system can accommodate all functions.</p> <p>It is the intent of the DHS to require the winning Proposer to TAKEOVER the existing CD-MMIS and then gradually migrate to a new replacement system following Takeover. This ensures the DHS that, should a failure of the replacement system occur, the CD-MMIS will serve as a back-up system without any beneficiary or provider services being interrupted, canceled, or negatively affected in any way. It is necessary for Proposers to meet all the requirements of this RFP, including the assumption of the CD-MMIS. Failure to meet the RFP requirements may result in a proposal being deemed non-responsive and rejected from further consideration.</p>
52	Ex A, Att II, Operations	3.4.1 4) 5.4.7 15.4.5 3) d)	15 of 281 69 of 281 213 of 281	<p>Both 3.4.1 4) and 15.4.5 3) d) state the Contractor will be held financially accountable for payments made to ineligible providers or for erroneous payments. Currently, the Contractor is not empowered to make meaningful collection efforts when providers have no future earnings to recoup from. Our understanding is that the Department is required to use their Third Party Liability (TPL) Unit as their collection agency. If the Contractor becomes financially liable for overpayments, will the Contractor be granted more authority to pursue recovery of the overpayments? Once the Contractor reimburses the Department for a specific liability, will the provider's debt be assigned to the Contractor? Allow the Contractor the authority to pursue reasonable collection efforts when held financially accountable for payments made to ineligible providers or for erroneous payments. Additionally (see 5.4.7), please confirm the Contractor is not responsible for recovering TPL collections.</p> <p>The Contractor will NOT be granted more authority to pursue recovery of overpayments using Third Party Liability (TPL). The Department will issue an addendum to Section 3.4.1 4) to clarify that this applies to "erroneous payments made by the Contractor". Refer to Exhibit A, Attachment II, Operations 5.4.12 for accounts receivables. Any amounts collected by the Department which are directly related to the Contractor's payment to the Department as a result of this requirement will be reimbursed to the Contractor. Refer to Exhibit A, Attachment II, Operations 5.4.7. No requirements for TPL collections are mandated.</p>

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53	Ex A, Att II, Operations	3.4.6 6) 5.4.13.4 1) m) n)	25 of 281 86 of 281	<p>The time requirements for provider appeals in these sections are inconsistent. Section 3.4.6 6) requires a final written response to be made within 20 State workdays of receipt of provider correspondence or appeal. Sections 5.4.13.4 1) m) and n) require a written notice of findings/conclusions for provider appeals within 30 or 60 calendar days. Please remove appeals from the time requirements in section 3.4.6 6).</p> <p>The Department will issue an addendum to remove the requirement in Section 3.4.6 6). Final written response is to be made within 20 State workdays.</p>
54	Ex A, Att II, Operations	3.4.6.4 6) 3.4.6.4 7)	31 of 281 32 of 281	<p>Under the current contract, the combination of a basic and advanced seminar is considered a workshop and is 6 hours of instruction for 6 continuing education credits. Section 3.4.6.4 6) requires a total of 8 hours of instruction for a workshop. Section 3.4.6.4 7) has workshop participants eligible for 6 continuing education credits. Please change 3.4.6.4 6) to make the combination of a basic and advanced seminar a workshop of 6 hours of instruction to be consistent with the continuing education credits awarded.</p> <p>The Department will issue an addendum to modify Exhibit A, Attachment II, Operations, Section 3.4.6.4 6) to 6 hours.</p>
55	Ex A, Att II, Operations	5.4.1	58/59 of 281	<p>Item 9 is missing. Please clarify if there is a requirement or fix sequencing.</p> <p>No missing item. Error in sequencing. An addendum will be issued to fix this issue.</p>

No.	Questions Submitted in response to RFP #03-75006	Section	Page	QUESTION/COMMENT
56	Ex A, Att II, Operations	5.4.2 13) 5.4.3 13) 5.4.4 4) 5.4.6 6) c) 5.4.10 5.4.10 3) 5.4.13.1 6) 5.4.13.2 5) 5.4.13.4. 1) 5.4.14 1) 5.4.14 3) 5.4.14 4) 5.4.14 5) 5.4.14 6)	60 of 281 64 of 281 67 of 281 69 of 281 74 of 281 75 of 281 83 of 281 84 of 281 85 of 281 86 of 281 86 of 281 86 of 281 86 of 281 87 of 281	<p>To ensure consistent reporting, cycle time requirements measured by State workdays were converted to calendar days (CWL 98-10). The cycle time reports were modified to calendar days. Is it the Department's intent to change some of the cycle time requirements to State work days making them inconsistent with others? Calendar days allow consistency and ease in monitoring and tracking as there is no fluctuation based on holidays and other non-working days which change from month to month. If it is the Department's intent to change some cycle times to State work days, please add a Takeover task to modify all appropriate cycle time reports. Convert the State workday cycle time requirements to calendar days and list all cycle time requirements as they exist in the current contract (approved in CWL 98-10) and are reflected on current cycle time reports.</p> <p>The Department will issue an addendum to modify all cycle time to be in compliance with CWL 98-10.</p>
57	Ex A, Att II, Operations	5.4.3 2)	62 of 281	<p>This section says the claim/NOA shall be denied when eligibility can not be verified and refers to the Suspense and Error/File Maintenance Processing Manual. The current process defined in the Suspense and Error/File Maintenance Processing Manual reflects sending an RTD when eligibility cannot be verified. Please modify to require the claim/NOA shall be RTD'd if eligibility cannot be verified.</p> <p>The Department will issue an addendum to require the claim/NOA be RTD'd if eligibility cannot be verified.</p>

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58	Ex A, Att II, Operations	5.4.13.4. 1)	85 of 281	<p>The current CIF cycle time is an average of 20 calendar days (CWL 98-10). This CIF cycle time is incorporated into the claim cycle time results on the MR-O-180 report. This cite requires the CIF cycle time to be 18 calendar-day average. Is it the Department's intent to reduce the CIF cycle time from 20-calendar day average to 18-calendar day average? If this is the intent, please add a Takeover task to modify all appropriate cycle time reports. Change the CIF cycle time to 20-calendar day average to be consistent with the claims/NOA cycle time average.</p> <p>The Department will issue an addendum to add a Takeover task to modify all appropriate cycle time reports.</p>
59	Ex A, Att II, Operations	7.0 S/URS - Entire Section	92-119 of 281	<p>S/URS will be impacted by the implementation of SB857 (provisional provider enrollment). As currently planned, S/URS will be responsible for monitoring provisional providers. Monitoring responsibilities will impact, in order of expected impact, the Liaisons, Administrative Assistants, and Consultants. (This does not include expected impacts to non-S/URS areas such as Enrollment, Regional Screening, SG, etc.) In the current contract, S/URS hopes to absorb the monitoring functions without impact to our ability to meet RFP requirements. Under the new contract, however, Liaison profiling requirements will double while support staff specified in the staffing mix has been reduced. How does the State expect to factor the potential impact of SB857 into staffing and production requirements for S/URS? Increase S/URS hourly reimbursed staffing levels to at least match the current contract.</p> <p>The RFP S/URS hourly reimbursed staffing levels reflect current contract, excluding open and temporary positions.</p>
60	Ex A, Att II, Operations	7.4.2	95 of 281	<p>This section indicates all staff, including the prior authorization / special claims review (PA/SCR) unit, will be hourly reimbursable. Currently the PA/SCR unit in S/URS is not included in the total S/URS hourly reimbursed staff count and is reimbursed under CO8 based on the number of documents processed. It appears the Department wants to keep the number of hourly reimbursed S/URS staff in the new contract consistent with the current hourly reimbursed staff levels. By adding the PA/SCR staff to the S/URS hourly reimbursed staff, the current contract S/URS hourly reimbursed staff has been reduced. This reduction in total S/URS staff will negatively impact the amount of work that can be accomplished. Currently the productivity and the staffing levels for the PA/SCR staff are the result of the number of providers on sanctions. By fixing this number of staff, the flexibility required to add and remove providers from sanctions is minimized. Is it the Department's intent to keep a fixed number of providers on sanctions? Is it the Department's intent to reduce the number of total S/URS staff, thus potentially reducing the amount of work that can be accomplished? Increase the number of hourly reimbursed staff to reflect the current contract staffing mix. Allow the PA/SCR staff to continue to be reimbursed by productivity levels instead of including them in the hourly reimbursed staff to not inhibit the number of providers</p>

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				<p>on sanctions.</p> <p>It is not the Department's intent to keep a fixed number of providers on sanctions. Refer to Exhibit A, Attachment II, Operations 7.4.2 for S/URs staffing levels.</p>
61	Ex A, Att II, Operations		95-96	<p>The RFP has certain staffing requirements. If the Proposer can accomplish these tasks with less than 40 staff, how should this section be answered? Allow the Proposer to offer solutions that can achieve the operational goals of the Medi-Cal Dental Program at less cost, without specific requirements relative to staffing.</p> <p>All Hourly Reimbursement Groups are to be bid at the staffing levels dictated in the RFP.</p>
62	Ex A, Att II, Operations	7.4.2	103 of 281	<p>The RFP states, "Contractor shall make available to the S/URS operation necessary legal counsel to support and advice S/URS staff..." Is this time hourly reimbursed or part of the fixed price? If not hourly reimbursed, historically, how much time is required from legal counsel?</p> <p>The Department does not anticipate more than 200 hours per contract year and this cost shall be included in the operations bid price.</p>
63	Ex A, Att II, Operations	7.4.2.1.8)	105 of 281	<p>The RFP states, "CDR Training Plan submitted five (5) weeks after the effective date of the contract..." Should this read two (2) weeks to correspond to 7.4.2.1.7)?</p> <p>The Department will issue an addendum to modify Exhibit A, Attachment II, Section 7.4.2.1.8) to remove the 5 week requirement.</p>

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64	Ex A, Att II, Operations	7.5 10)	119 of 281	<p>The Contractor is responsible for conducting audits employing a statistical valid sampling (SVS) methodology. This cite states the SVS methodology may be challenged on a case-by-case basis. Is it the Department's intent to approve this methodology? This cite states that should the Contractor fail to follow the RFP requirements and this results in an award against the Department or the Department loses the ability to recover payments, the Contractor is liable for the award. The Contractor has control over the sampling methodology, however the Contractor does not have control over the judgment or the recovery process. Is it the Department's intent to hold the Contractor liable without allowing the Contractor the ability to recover monies? Update the RFP to reflect the Contractor is liable only if the Contractor does not follow the RFP requirements, despite the court ruling.</p> <p>Refer to 7.5 10) for RFP requirements.</p>
65	Ex A, Att II, Operations	8.2 7)	121 of 281	<p>Throughout the Beneficiary Fair Hearing sections, the term "position statement" is used to describe the Contractor's findings that need to be submitted to the Department. Is it the Department's intent for the Contractor to produce the actual position statements that DHS Fair Hearing analysts currently submit to the DSS (vs. fact sheets currently produced by the Contractor that DHS uses to produce their position statements to the DSS)? If the Contractor is required to produce the position statement, DHS will need to provide necessary system access to Contractor Fair Hearing staff. Please clarify if the Department is looking for a change in this procedure and if so, specify it as a Takeover requirement and increase the turnaround time to include the new position statement function.</p> <p>It is the Department's intent for Contractor to produce the actual position statements. Appropriate access will be provided to Department approved Contractor staff for completion of Position Statement requirements. The Department will issue an addendum to modify Exhibit A, Attachment I, Takeover to include this activity and Exhibit A, Attachment II, Operations, 8.4.5.2 Fair Hearing Position Statements and Conditional Withdrawals, to include new Contractor responsibility to complete Position Statements. No changes to the turnaround time will be made.</p>

No.	Questions Submitted in response to RFP #03-75006	Section	Page	QUESTION/COMMENT
66	Ex A, Att II, Operations	9	138-139 of 281	<p>This section identifies three non-mainframe systems. It does not include two additional non-mainframe systems that the SG currently supports. 1) The Beneficiary TAR Notification system is an MS-Access system implemented by the SG through a Miscellaneous Project (MCD246) in response to a DHS lawsuit. 2) The S/URs PC Audit System was implemented with SDN0004 and resides on an SQL database using Crystal reports. Will these non-mainframe systems still be supported by the SG? Please clarify if the SG will be supporting these additional non-mainframe systems.</p> <p>The Department will issue an addendum to modify Exhibit A, Attachment II, Operations, 10.3 5) to include SG support to the above mentioned two non-mainframe systems.</p>
67	Ex A, Att II, Operations	10	140 of 281	<p>Does the Department own the current IVR system and will it be turned over to the new Contractor or does the new Contractor need to purchase and implement a new IVR system?</p> <p>The Department owns the current IVR system and it will be turned over to the new Contractor.</p>
68	Ex A, Att II, Operations	10.3 5)	142 of 281	<p>The AEVS is not available to providers through the current Denti-Cal IVR system. Please clarify if the provider capability to access AEVS from the IVR is a requested enhancement for this contract, and if so, specify it as a Takeover requirement.</p> <p>It is not the Department's intention to have AEVS available through the current Denti-Cal IVR system.</p>

No.	Questions Submitted in response to RFP #03-75006	Section	Page	QUESTION/COMMENT
69	Ex A, Att II, Operations	11.4 1)	146 of 281	<p>This section indicates the provider, beneficiary, and claims data are extracted and uploaded into the STARS database within 24 hours of the completion of the last weekly claims processing cycle for the month. Currently, the claims data is not extracted until the first workday of the following month and loaded within 24 hours of being extracted (on the second work day of the month). This is done because there are regional screening indicators in the STARS claims table that indicate if the claim has been screened or not. Regional screening updates are not complete for the month until the end of the first day of the following month. In order to include this information in the claims table, the claims data cannot be extracted any earlier than the first day of the following month being extracted. The provider data is extracted at the same time the claims data is extracted for consistency in the timing of the data extracted. However, the beneficiary data is taken from the FAME extract file sent to the Contractor from HHSDC. This file is not sent to the Contractor on a regular schedule. Sometimes it is sent early, sometimes later in the following month. Although it isn't always loaded into STARS within 24 hours of the claims processing cycle, it is always loaded within 24 hours of the Contractor receiving the file from HHSDC. Correct the requirement for loading data into STARS.</p> <p>An addendum will be issued to modify 11.4 1) to state claims data are extracted and uploaded into the STARS database within 24 hours of extraction.</p>
70	Ex A, Att II, Operations	11.4 9)	146 of 281	<p>This section indicates additional space is needed for the STARS server to provide enough space for future additional data elements. This is an open-ended requirement and is therefore impossible to size and bid. We suggest you set a number of new data elements or bytes as being in the scope of the contract.</p> <p>An addendum will be issued to modify 11.4 9) with ten (10) additional data elements.</p>
71	Ex A, Att II, Operations	11.5 4)	147 of 281	<p>This section indicates the Department will “retain all disk space at the end of the contract.” Is this referring to the data housed in STARS or the actual disk hardware? In light of the fact that the Contractor owns the disk drives where the data resides, please clarify by changing the statement to read "retain data for STARS".</p> <p>An addendum will be issued to change 11.5 4). The Department will retain all data housed in STARs at the end of the contract.</p>

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72	Ex A, Att II, Operations	12.3.4.	149 of 281	<p>The RFP states, "Include the cost of the equipment, software, and peripherals for the DIMS in the bid. The Department will own the equipment used to support the CD-MMIS DIMS software". Please confirm that the State will cost reimburse the ongoing maintenance cost and upgrades for this equipment.</p> <p>The Department will cost reimburse ongoing maintenance cost and upgrades for DIMS equipment under Cost Reimbursement.</p>
73	Ex A, Att II, Operations	12.3 10)	150 of 281	<p>The RFP requires a minimum of six (6) weeks for Department Acceptance Testing be built into DIMS work plan scheduling. Additionally, the RFP states “these six (6) weeks shall be scheduled and receive Department approval prior to the time required to notify Medi-Cal dental providers of system installation.” Please clarify the relationship between the DIMS and the provider community and what the notification would encompass.</p> <p>There is no relationship between DIMS and the provider community. An addendum will be issued to clarify.</p>
74	Ex A, Att II Operations	13.2 9)	157 of 281	<p>This cite requires the Contractor to participate in or perform statistical and/or research studies and reporting as the Department may direct or approve at no additional cost to the Department (except system time). Who will be responsible for this function? Please confirm this function is completed by Systems Group staff.</p> <p>The Contractor is responsible for this function. The Department will not dictate which Contractor staff shall perform this function. As stated, system computer time necessary to generate data for the research shall be paid on an hourly reimbursement basis.</p>

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75	Ex A, Att II, Operations		169 of 281	<p>The text reads: “All application programs must be written in ANSI-COBOL (version OS390 or later).” If the Proposer can do the same function with more advanced software, will the State allow it? Allow the Proposer to offer hardware and software solutions that can achieve the operational goals of the Medi-Cal Dental Program at less cost and with greater efficiency, regardless of whether it involves the current CD-MMIS or an alternative, replacement system.</p> <p>The Department will take into consideration more advanced software after completion of Takeover. The Department reserves the right to approve or disapprove any hardware or software solutions.</p>

No.	Questions Submitted in response to RFP #03-75006	Section	Page	QUESTION/COMMENT
76	Ex A, Att II, Operations		172 of 281	<p>The RFP text reads: "With prior approval by the Department use Fourth (4th) Generation Programming/Knowledge-Based System (AI) languages (e.g., Natural, SQL, SAS, Focus, and IDMSR) in developing a new application programs to improve any process or program related to CD-MMIS. a) in deciding whether to grant approval, the Department will evaluate the compatibility and integration of this technology with any COBOL application program and equipment hardware existing in the current CD-MMIS operating environment. Consideration will also be given to ease and cost of program maintenance by a subsequent fiscal intermediary contractor. The Contracting Officer must expressly approve all languages used for CD-MMIS programs other than COBOL; and b) The Contractor shall be required to use the structured design and programming techniques as stated in the Contractor's standards and shall meet all other data processing and documentation requirements as stated in this subsection." This language appears to prevent a Proposer from offering a completely new system to DHS to replace the CD-MMIS, except that it must be compatible with the CD-MMIS and could be migrated into the CD-MMIS. Is this correct?</p> <p>Allow the Proposer to offer hardware and software solutions that can achieve the operations goals of the Medi-Cal Dental Program at less cost and with greater efficiency, regardless of whether it involves the current CD-MMIS or an alternative, replacement system. If a replacement system is offered, modify scoring to replace sections related to current CD-MMIS. Ensure that Proposer is not penalized for not meeting RFP requirements relative to existing CD-MMIS if replacement system can accommodate all functions.</p> <p>It is the intent of the DHS to require the winning Proposer to TAKEOVER the existing CD-MMIS and then gradually migrate to a new replacement system following Takeover. This ensures the DHS that, should a failure of the replacement system occur, the CD-MMIS will serve as a back-up system without any beneficiary or provider services being interrupted, canceled, or negatively affected in any way. It is necessary for Proposers to meet all the requirements of this RFP, including the assumption of the CD-MMIS. Failure to meet the RFP requirements may result in a proposal being deemed non-responsive and rejected from further consideration.</p>
77	Ex A, Att II, Operations	14.2.10 2)	181 of 281	<p>This section requires the standard density be 300 DPI. The industry standard is 200 DPI. There is a higher cost associated to the higher density requirement. Please modify to industry standard.</p> <p>It is the Department's intent to require standard density of 300 DPI.</p>

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78	Ex A, Att II, Operations	14.2.17. j)	197 of 281	<p>The Audit Procedures/Policy Manual does not currently exist. Please clarify if a new manual is required or if these procedures and policies can be defined in the Quality Assurance Standards and Procedures Manual.</p> <p>The Department will issue an addendum to clarify this is not a new manual and one is not required. These procedures will be documented in the Quality Assurance Standards and Procedures Manual.</p>
79	Ex A, Att II, Operations	15.4.6.2	220 of 281	<p>This cite lists the Problem Correction System Timeliness Requirements for all problem statement deliverables. However, it does not indicate if the timeframes are different for Erroneous Payment Problem Statements (EPPS) except for the interim response. For EPPSs, is the CAP due to the Department within 30 days of issuance of the interim response or 10 days as required in the current contract? Is the EPPS CN due 30 days from CAP approval or 10 days as required in the current contract? Please specify Erroneous Payment Problem Statement timeliness requirements.</p> <p>The Department will issue an addendum to modify Exhibit A, Attachment II, Operations 15.4.6.1 to add EPPS requirements. For EPPSs, CAP due to the Department 10 days of interim response and CN due 10 days from CAP approval.</p>
80	Ex A, Att II, Operations	15.4.8 1), 11) & 12)	221 of 281	<p>These items appear to be tied to the Integrated Test Facility, not Acceptance Testing. Please clarify if these are Integrated Test Facility requirements.</p> <p>It is the Department's intent to have the Integrated Test Facility process test data in a live or production environment. Acceptance Testing is a separate environment from production and is used after System Testing is complete.</p>
81	Ex A, Att II, Operations	15.4.8 24) & 26)	223 of 281	<p>These items appear to be Takeover Acceptance Test requirements, not Operations. Please specify if these are Takeover Acceptance Test requirements.</p> <p>See Exhibit A, Attachment I, Takeover, 1.12 for Acceptance Testing requirements during Takeover Phase. See Exhibit A, Attachment II, Operations 1.15.4.5 for Acceptance Testing requirements for on-going operations.</p>

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82	Ex A, Att II, Operations	15.4.10 10)	226 of 281	<p>Conduct special reviews as requested by the Department is an open-ended requirement that is difficult to staff for or bid. Please provide an indication of the number of reviews the Department may request.</p> <p>The Department will request no more than twelve (12) per contract year.</p>
83	Ex A, Att II, Operations	15.4.12 15.4.14.1.5) 14.2.17.4)h)	227-228 232 196 of 281	<p>The referenced sections all address aspects of the Individual Employee Performance Measurement process and resource management system. Please clarify the following: 1. Is the directive to perform an individual employee review of every employee involved in CD-MMIS Operations every month? 2. Is the review to address both quality and quantity of performance? 3. Who performs the reviews - Quality Management staff or operational staff? 4. Is a report for each person performing a CD-MMIS responsibility to be included in every Monthly QM Performance Report? Please clarify overall intent with regard to number of monthly reviews to be performed and reported by QM.</p> <p>An addendum will be issued to address frequency of reviews, staff responsibilities and report content.</p>
84	Ex A, Att II, Operations	15.4.13 6) 15.4.13 10) b)	229-230 of 281	<p>Please clarify the requirements in these sections. Is the intent that the QMDC will review every Clinical Screening Dentist as stated in 15.4.13 6) or a sample as stated in 15.4.13 10) b)? Reviewing every Clinical Screening Dentist on a monthly basis is more work effort than one QMDC can handle. Remove Clinical Screening Dentists from the monthly, individual review requirement in section 15.4.13 6) and require a sample.</p> <p>The Department will issue an addendum to modify language to 15.4.13 6) and 10)b).</p>
85	Ex A, Att II, Operations	15.4.14.3 15.4.14.4 c)	231 of 281	<p>Section 15.4.14.3 Special Quality Assurance Studies states that studies are due forty-five (45) calendar days after request. 15.4.14.4 c) indicates that Special Quality Assurance Studies are to be delivered thirty (30) calendar days after the date of request. Change section 15.4.14.4 c) to reflect delivery at 45-days.</p> <p>The Department will issue an addendum to remove 15.4.14.4 c) Special Quality Assurance Studies. See 15.4.14.3 for 45 day requirement.</p>

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86	Ex A, Att III, Change Requirements	3. h.	3 of 37	<p>Please clarify what is meant by “Correcting all errors to CD-MMIS due to implementation of any change documents” that is not covered as a billable SG expense. Please be more specific as to what is considered an error due to implementation of a change document.</p> <p>Please refer to Exhibit A, Attachment III, Change Requirements, Section 18, Quality Assurance Requirements for SG Performance.</p>
87	Ex A, Att III, Change Requirements		3	<p>The text reads: "Under no circumstances shall technical staff and supervisors assigned to SG work on activities not specified in this section. Precluded activities include work required under contractual responsibilities, work related to other contracts or Contractor's internal operation..." Does this mean that the SG can only work on the Denti-Cal contract and no other business belonging to the Contractor? Allow the Proposer to offer solutions that can achieve the operational goals of the Medi-Cal Dental Program at less cost, without specific requirements relative to staffing.</p> <p>SG staff, with Department approval, can work on business belonging to the Contractor other than the Denti-Cal Contract. Under no circumstance will this time be billed to the Department.</p>
88	Ex A, Att III, Change Requirements		5	<p>The Systems Group (SG) staff shall include 30 FT technicians, 1 director, 5 project managers, and staff (ratio of 8:1) to ensure proper management control of the SG's work activities. “The organization must, at a minimum, adhere to the job descriptions, staffing levels for FTEs, and staff levels described in this Exhibit A - Attachment III, Change Requirements.” This appears to say that if the Proposer can conduct the same functions with less staff it will be precluded from doing so based on this minimum requirement? However, on page 6, it states that the Department may negotiate a decrease to 15 FTEs or less if the activities can be done with less. In addition, the Dept. may use a Change Order if a commercially available highly specialized application can do the work. Can the Proposer offer the better solution initially or must it agree to meet the staffing levels outlined in Ex. A? Allow the Proposer to offer solutions that can achieve the operational goals of the Medi-Cal Dental Program at less cost, without specific requirements relative to staffing.</p> <p>All Hourly Reimbursement Groups are to be bid at the staffing levels dictated in the RFP.</p>

No.	Questions Submitted in response to RFP #03-75006	Section	Page	QUESTION/COMMENT
89	Ex A, Att III, Change Requirements	4.b.1)a)	5 of 37	<p>The staff mix for the Systems Group (SG) does not include the one non-billable IDMS Database Specialist position required in the previous contract. This position performs critical maintenance functions necessary for maintaining the operation of the CD-MMIS database, but not related to SG projects. Therefore, time spent on these functions is considered non-billable to the Department. This position is necessary and should be included in the SG staff mix and identified as a non-billable position. Include one non-billable IDMS Database Specialist position in the SG staff mix.</p> <p>The Department dictates 30 billable SG staff. If the Contractor deems additional staff is needed to fulfill the requirements not encompassed in the 30 billable SG staff, the Contractor may include additional staff which are non-billable.</p>
90	Ex A, Att III, Change Requirements	5.a.1) and 2)	7 of 37	<p>The Department Liaison position was taken out of this section, but most of the functions/responsibilities for that position are still listed as Systems Group responsibilities. In the current contract, these functions are performed by 3 different positions. Who is supposed to perform these functions? Are these functions cost reimbursable? Add two positions in the SG to perform these functions. Include this work as cost reimbursable SG time.</p> <p>These additional Systems Group Responsibilities are not to be cost reimbursed. The Department will not dictate who and how many perform these functions as they should be performed by SG.</p>
91	Ex A, Att III, Change Requirements	5.a.7), 8) and 9)	7-8 of 37	<p>The two Data Element Dictionary (DED) Librarian positions specified in the draft RFP have been deleted. However the DED Librarian functions remain including storing and maintaining all the CD-MMIS data elements in the DIMS. Are these functions cost reimbursable? Update the RFP to document the DED functions to be cost reimbursable.</p> <p>Data Element Dictionary responsibilities are not cost reimbursable. Refer to Exhibit A, Attachment III, Change Requirements, Section 5, Additional Systems Group Responsibilities, 7) and 8) for Contractor responsibilities.</p>

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92	Ex A, Att III, Change Requirements	5.a.10) and 10)a)	8 of 37	<p>The Documentation Specialist positions are defined as being responsible for maintaining systems documentation. Are they also responsible for maintaining user documentation? Include maintaining user manuals as part of the Documentation Specialists responsibility as cost reimbursable SG time.</p> <p>The Department will issue an addendum to modify Section 5.a.10 to include Documentation Specialist positions shall be responsible for ALL documentation.</p>
93	Ex A, Att III, Change Requirements	6.b.1)	10 of 37	<p>Are all tasks (design, program, test, implement, walkthroughs, peer reviews and documentation) related to an SDN billable?</p> <p>Any work directly attributable to working on a billable SG project is deemed billable as long as it is not a precluded activity listed in 6.c.</p>
94	Ex A, Att III, Change Requirements	6.b.4)	10 of 37	<p>Section 6.b lists all the SG tasks or activities that are billable, except “4)” that indicates the Department may request up to 35 Ad Hoc reports per calendar year at no cost to the Department. Please clarify what is at no cost. Is this requirement referring to the computer time as non-billable or the design and development of the Ad Hoc reports as non-billable? If the design and development costs are non-billable, please provide the anticipated complexity, effort and/or time to complete this task so the bidder can determine the cost. Please remove the part of this requirement that indicates the Ad Hoc reports will be “at no cost to the Department.”</p> <p>The Department will issue an addendum to delete the language in parenthesis in the mentioned section.</p>
95	Ex A, Att III, Change Requirements	5.c.1)j)	10 of 37	<p>Does the Department expect that a dedicated FTE is assigned the responsibility to develop and maintain the Technology Architecture Policy?</p> <p>A dedicated FTE in this position can participate in SDN kickoff meetings and design walkthroughs to help ensure the policy is followed and updated, as well as maintain a single focus on the policy. We recommend that an additional position be added to the SG for this work.</p> <p>The Department does NOT expect a dedicated FTE be assigned the Technology Architect Policy.</p>

No.	Questions Submitted in response to RFP #03-75006	Section	Page	QUESTION/COMMENT
96	Ex A, Att III, Change Requirements	10.d. 1)a)i.	20 of 37	<p>This section identifies “program code” as the only exception to the deliverables sent to the Department for review and approval following Systems Implementation. Currently, the computer operations instructions deliverable is also an exception. Like the program code deliverable, computer operations instructions can be very large depending on the size of the SDN. When Department staff want to review this deliverable, a sampling of the changes are requested for the review. This is also done for the program code deliverable. Is it the State’s intent to review and approve the Computer Operations instructions for each SDN? Add computer operations instructions as an exception.</p> <p>The Department will issue an addendum to modify Exhibit A, Attachment III, Change Requirements, Section 10 Contractor System Development Phase Responsibilities, d. Phase III-System Implementation, 1) Implementation, a) Deliverables, i. Computer operations instructions for Department review only.</p>
97	Ex A, Att III, Change Requirements	14.b.2)a) 14.b.4)	25 of 37 26 of 37	<p>These sections identify the Erroneous Payment Select Generator as being described in the “Erroneous Payment Correction System (EPCS) manual”, which does not exist in the current contract. All programs for the Erroneous Payment Process (including the Erroneous Payment Select Generator) are described in the Claims Subsystem Design manual. Is it the Department’s intent to create a new manual for the EPCS that contains the same information? Change the manual to Claims Subsystem Design.</p> <p>The Department will issue an addendum to modify the EPCS manual to Claims Subsystem Design Manual.</p>
98	Ex A, Att III, Change Requirements	Exhibit 3-1.7	36 of 37	<p>The job descriptions for the IDMS Specialist and the IDMS Data Dictionary Specialist positions are combined into one job description. These are two separate job classifications with different responsibilities and qualifications. Please separate and correct the two job descriptions. These job descriptions are available in the 1997 Dental RFP.</p> <p>The Department will issue an addendum to add separate job descriptions for IDMS Specialist and IDMS Data Dictionary Specialist.</p>

No.	Questions Submitted in response to RFP #03-75006	Section	Page	QUESTION/COMMENT
99	Ex B, Att I, Special Payment Provisions	1, 2, 3, 5, 6 and 13	1-18, 20-26 and 34 of 50	<p>The RFP includes dramatic changes to the payment provisions under this contract. Penalties have been added duplicative of liquidated damages. Penalties will be imposed for not meeting contractual requirements and shorter timeframes are allotted to submit deliverables or correct deficiencies to meet requirements before losing the ability to invoice for payment altogether. Using the most conservative interpretation, a Contractor is at risk to lose 10%, possibly more, of payment in some of the Operations and Hourly Reimbursable Special Group categories as the precedent to payment requirements and deliverable timeframes are so stringent. Remove the 10% payment penalties for administrative payment. Provide guidelines for “the discretion of the Contracting Officer”.</p> <p>Examples include:</p>
	Ex A, Att II, Operations	5.4.13.4 j) through n)	86 of 281	<p>There are several 100% cycle time requirements. The cycle time reports do not round the percentage therefore a 100% cycle time requirement can be missed by hundredths of a percent. There is an inequity between missing a requirement by a small fraction and the potential penalty of a minimum of 10% of the cycle time payment. Is it the Department's intent to hold a Contractor to a 100% requirement? Change 100% cycle time requirements to 99% or remove the 10% payment penalty for cycle time.</p>
	Ex A, Att III Change Requirements	18.a.	28 of 37	<p>18.a. specified QA requirements for SG Performance including invoices being denied/cut back at discretion of Contracting Officer and an annual report of monitoring activities. Define the criteria to be used to deny or cut back an invoice.</p>
	Ex A, Att II Operations	15.4 12)	215 of 281	<p>The last sentence in the first paragraph states "If the Department does not receive the corrected report within five (5) calendar days The Department will be excused from payment of such report." We interpret this to mean a Contractor can lose the entire Quality Management and Problem Corrections System Billing Report Payment (20% of the monthly Operations administrative payment) for being late on correcting one report. Remove the penalty for the late report correction.</p>
	Ex B, Att I, Special Payment Provisions	2.a.	2 of 50	<p>In the event Takeover deliverables or corrections to them are received more than one year from the contract effective date, they shall not be subject to Contractor payment. Change to reflect one year from deliverable due date instead of contract effective date.</p>

No.	Questions Submitted in response to RFP #03-75006	Section	Page	QUESTION/COMMENT
	Ex E, Additional Provisions	37.	42-51 of 92	<p>The amount of liquidated damages from administrative payments that may be payable by Contractor increased from 500k to \$1.5M. This is appropriate if the other payment penalties and liabilities are removed, however, if the numerous other payment penalties remain, this represents duplicative penalties.</p> <p>It is not the Department's intent to impose duplicative penalties (liquidated damages and precedent to payment terms). In cases where more than one penalty could apply, the more stringent penalty will be imposed. There are no prescribed guidelines related to using the Contracting Officer's discretion. This provision allows the Department to evaluate each cycle time invoice on a month-to-month, case-by-case basis. The 100 percent requirement for each applicable category has never been fully complied with in the current contract, but the Department has never denied a cycle time invoice.</p> <p>An invoice can be denied if a report does not meet the criteria set forth in the RFP for the specific report. It is the Department's intent, with the five-day requirement, that the non-compliant report be corrected before the next weekly report is produced.</p>
100	Ex B, Att I, Special Payment Provisions		3	<p>Under 3 (a) reference is made that the preceding phase rate shall be adjusted by the California Consumer Price Index. There are a number of CPI Models (Adjusted/Seasonally Adjusted). Which Model is used for this purpose? Provide requested information.</p> <p>An addendum will be issued to clarify that the that CPI for Urban Wage Earners will be used and can be accessed at the Department of Finance website.</p>
101	Ex B, Att I, Special Payment Provisions	1.2.1.2 and 1.2.1.8 6)	3 of 281 and 6 of 281	<p>Section 1.2.1.2 states changes are expected to be issued and the department will continue to develop and implement changes during the procurement process. SB 26 resulted in several DOILs and other change instruments. Changes to CD-MMIS and manual processing are being developed. Please clarify new contract changes specific to SB 26 that are in progress that will increase the submission of x-rays and the need for professional/paraprofessional review.</p> <p>Please refer to the Data Library DOILs and Change Orders for the details.</p>

No.	Questions Submitted in response to RFP #03-75006	Section	Page	QUESTION/COMMENT
102	Ex B, Att I, Special Payment Provisions		5 and 7	<p>In review of the calculation steps associated with the BVMP, it appears that after the initial payment, adjustments are made on a monthly accumulated basis (prior month carry forward) with a final year end reconciliation. Is this a valid interpretation of the calculation? Provide requested information.</p> <p>Refer to Exhibit B, Attachment I, Special Payment Provisions, Provision 3 Operations, Sections c.-f, which discuss the BVMP monthly and year reconciliation process.</p>
103	Ex B, Att I, Special Payment Provisions	3.1.2)	13 of 50	<p>This section reads: "For each month that deliverables are late, ten percent (10%) of the full payment for this category will be deducted for that month." The section further describes the mechanics of withholds and penalties. This approach is unnecessarily punitive. Given the numerous and tight cycle time requirements, withholding payment until compliance is reached is sufficiently punitive to promote the Contractor's compliance. We recommend the following language: "Payment will be made for this category when the Contractor meets all cycle time requirements as listed in Exhibit A, Attachment II, Operations, Sections 5.4.13, Cycle Time. Failure to meet the cycle time requirements for a given month will constitute failure to provide the deliverable entitling the Contractor to payment. Compliance with a subsequent month's cycle time requirement will entitle the Contractor to payment for that month, and any previous month for which payment was not received."</p> <p>Refer to Exhibit B, Attachment I, Special Payment Provisions for Cycle Time Payment Provisions.</p>
104	Ex B, Att I, Special Payment Provisions	5.b)1) Att 12 Bid Price Forms	23 of 50	<p>Operations Phase 1 begins May 1, 2005, however, both referenced sections only allow for a maximum 1800 billable hours per S/UR FTE. With a 14 month Phase 1, maximum billable hours should be 2100. Change Bid Form and payment provisions to reflect 2100 hours for Phase 1.</p> <p>The Department will issue an addendum to modify the hours to 2100 for Phase I for each S/URS FTE.</p>

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105	Ex B, Att I, Special Payment Provisions	9.a.6	29 of 50	<p>Knox-Keene Annual Assessment: Please clarify. As a current Knox-Keene licensee, it appears that ongoing annual assessment is invoiced as reimbursable by the DHS. Is this correct?</p> <p>Yes. DHS will reimburse the Contractor for the cost of the annual Knox-Keene assessment according to the guidelines prescribed on Page 29 of 50, Exhibit B, Attachment I, Special Payment Provisions.</p>
106	Ex B, Att I, Special Payment Provisions	14.b.2)f)	41 of 50	<p>This cite references the PPF annual rate setting process and timing. Please confirm the PPF annual rate setting process may result in a fiscal rate being mandated which could result in the Contractor incurring a substantial loss.</p> <p>Refer to Exhibit B, Provision 14.b. 2) k), Determination of Annual Underwriting Loss or Gain-Guaranteed Per Capita Pure Premium.</p>
107	Ex B, Att I, Special Payment Provisions		46	<p>In the determination of the annual underwriting gain or loss, is an IBNR adjustment allowed in the determination of incurred claims? If not, will prior year incurred claims that were not accounted for in the determination of the underwriting gain/loss be allowed in the subsequent year calculation? Provide requested information and allow IBNR adjustment.</p> <p>The Department will issue an addendum to provide clarification.</p>
108	Ex E, L Additional Provisions	19.A.1) f)	15 of 92	<p>"Changes in claims/TAR volumes, and other applicable volumes." Please specify what 'applicable volumes' are excluded.</p> <p>The Department will issue an addendum to delete 'applicable volumes'.</p>
109	Appendix 6	Data Library Index		<p>The 1997 Delta Dental Plan of California Technical Proposal – Procurement Total Bid (Schedule 11) states a Total Bid price of \$223,612,452. Were all of these charges billed to CMS for a 75% FFP? If so, in what way is “Toll-Free Telephone Group” a CD-MMIS function? If not, what items were billed at 50% FFP for administration? Additionally, were there any other items/services not included on this bid sheet that were billed back to CMS? If so, please itemize those items/services that were billed to CMS, and indicate the dollar amount of each, and what FFP rate they received. Provide information requested.</p> <p>The question is not applicable to the operations of this contract.</p>